

# 2017 Human Resources Division Annual Report

## Introduction

The attached report is a snapshot of the Human Resources' activities for Fiscal Year 2017. Each area of Human Resources is represented in the following report: Employment, Compensation Administration, Training and Development, Employee Relations and Safety.

Our mission is to provide exceptional customer service through all aspects of the human resources profession for all city of Wooster employees and external customers.

## Employment

The staff in Human Resources assists applicants and employees with all phases of the employment process. We oversee recruitment, interviewing, testing, background checks, pre-selection drug screening, civil service process, selection and evaluation of management, hourly and union employees while also assisting Directors and Managers with hiring.

## Staffing

Staffing efforts within the City of Wooster stayed the same in 2017. The total FTE's does not include part-time staff. The below statistics are based upon the actual FTE's as of December 31<sup>st</sup> of each year.

2017 Total Number of Employees by Gender				
	Male		Female	
	PT	FT	PT	FT
Management & Supervisory, Confidential, & Administrative	1	25	0	12
WEA	2	50	0	18
Fire	0	40	0	2
Police	1	33	0	5
<b>Total</b>	<b>4</b>	<b>148</b>	<b>0</b>	<b>37</b>
<b>Total FTE's</b>	<b>185</b>			

2016 Total Number of Employees by Gender				
	Male		Female	
	PT	FT	PT	FT
Management & Supervisory, Confidential & Administrative	2	25	1	14
WEA	0	48	0	17
Fire	0	40	0	2
Police	0	35	0	4
<b>Total</b>	<b>2</b>	<b>148</b>	<b>1</b>	<b>37</b>
<b>Total FTE's</b>	<b>185</b>			

## 2017 Human Resources Division Annual Report

2017 Total Turnover		
	Per Year %	Total
Involuntary	0.5 %	1
Voluntary	3.3 %	6
Total	3.8 %	7
*calculation based upon 185 FTE's		

2016 Total Turnover		
	Per Year %	Total
Involuntary	.5 %	1
Voluntary	8 %	15
Total	8.5 %	16
*calculation based upon 185 FTE's		

### **Recruitment**

- Human Resources received and processed 422 employment applications an increase of 27%
- 19 positions were posted, which was a 25% decrease over 2016
- 14 were filled, 5 positions were still open at the end of 2017
- 28 seasonal employees were hired, which was a 33% increase over 2016
- There were 6 new hires, which was a 60% decrease over 2016
- There was a 55% decrease in turnover in 2017

### **Compensation Administration**

Salary increases were given to Management / SC&A to continue to keep wages in line with Union increase given in 2017. Salary adjustments were given for promotions and/or transfers to different positions. IAFF received increases based upon negotiations. WEA became effective 1/7/2018. Mgmt and SC&A became effective 1/1/2018.

### **Salary Administration**

- 13 internal employees received promotions and/or transfers, a 13% decrease from 2016
- IFAS salary tables were updated to ensure system was accurate and correct wages were paid
- Processed 11 retirement stipends for all three bargaining groups.
- Processed step increases for 20 employees in Police and Fire.
- Processed education stipends for 23 Police employees.

### **Educational Assistance**

- Processed 16 educational assistance reimbursements in 2017

### **Salary Surveys**

- The Human Resources department participated in multiple salary surveys in order to evaluate the City's compensation and maintain competitive with public and private industry. (CompData, SERB, AWWA)

### **Benefit Administration**

The Human Resources staff assists employees throughout the year to keep them updated on benefit related topics. The Human Resources office processes all weekly medical claims. We receive a consistent stream of phone calls, e-mails and walk-in visits from employees requesting assistance with benefits-related issues. Here are some examples of the year's activities:

- Reviewed Stop Loss quotes and switched vendors to save money on premium for 2018
- Provided Health Care Reform required "exchange" notices to all employees by deadline
- Provided the Medicare Part D notice by the required deadline
- Completed the Insurance Open Enrollment process so all insurance benefits remained active
- Distributed the Summary Plan Document and Summary of Benefits and Coverage (SBC) for the City and distributed per required guidelines
- Updated military ordinance to become compliant with federal law
- Implemented HIPPA policy and medical release for employees

January 31, 2018

## **2017 Human Resources Division Annual Report**

- Changed primary vendor for prescription coverage from ProAct to ESI with an increase co-pay structure for all City employees (improved service and cost)
- Switched all dental, vision and voluntary coverage to a new vendor, Lincoln Financial, to reduce cost for employee and City of Wooster
- Completed audit with new Broker to ensure compliance with all federal, state and local requirements
- Gather information for vendor for the processing of 2017 1095s
- Evaluated and implemented new COBRA rates for 2017

### **Training and Development**

The Human Resources Division continued training efforts in 2017.

Sexual Harassment training was coordinated for all City of Wooster employees and we were 100% compliant.

Provided Ethics Training to employee from the State of Ohio.

Various managers and supervisors completed the 360 evaluation and personal coaching.

HR attended multiple training in 2017 to become more educated, improve skills and remain knowledgeable regarding upcoming law changes: HIPPA training, Employment Law for Governments, SHRM HR Updates

### **Employee Relations**

The Human Resources department also is responsible for a variety of employee relations events that occur throughout the year. The planning and coordination of service recognition events, wellness events and the United Way campaign are some of the activities. The HR office also is involved in employee disputes, investigations or union grievances that occur throughout the year.

### **Policies and Job Descriptions**

- Job Descriptions continue to be reviewed and updated as open positions become available
- Use approved Records Retention Policy to review and purge old HR records

### **Service Recognition**

- The annual spaghetti luncheon and summer picnic were both held to recognize employees with milestone years of service
- The spaghetti luncheon and picnic includes employees/spouses/retirees/board and commission members/council members

### **Employee Engagement**

- The Employee Engagement Committee in collaboration with the Director of Administration, met several times during the year with representatives from City of Wooster departments:
  - Conducted survey regarding employee engagement and activities
  - Created schedule with Committee of upcoming events/activities based upon employee feedback
    - In January, held a bowling event and over 50 attended
  - Held 4 quarterly Open Houses in divisions across the City to increase work relationships and knowledge of the City of Wooster
  - Offered discount program for employees – access to hundreds of other attractions and events nationwide with special offers not available to the public

# 2017 Human Resources Division Annual Report

## Wellness

Coordinated a Wellness Event for employees and spouses offering health screenings, flu shots, blood draws and other wellness and health information to promote a healthy lifestyle.

- 122 employees and spouses participated in the Wellness Event to have their BP/BMI/Bloodwork completed
- Used a new vendor at a lower cost who was able to provide wellness data to be used for future wellness activities

## Random DOT and Seasonal Drug Testing

- Random DOT tests were coordinated through the HR office for the PPM, Waste Water and Water Pollution Divisions
- 13 employees were randomly tested. There were no positive results.

## Union Activity

There were 4 grievances filed in 2017.

- 2 grievances were filed by IAFF. The Union withdrew one, the other was denied and dropped.
- 2 grievances were filed by OPBA. Both were originally a suspension and a settlement was made on a FWW and reduced suspension.

## Discipline

- 8 corrective actions were issued. Coached managers on writing, proofing and issuing the corrective action.
- 1 terminations due to unacceptable performance

## Public Records Requests

- 43 public records requests were received and responded to in a timely manner.
- Electronic process was used to keep track of public records requests by year.

## Safety

It is the responsibility of the City of Wooster to provide a safe work environment for all employees. The Human Resources Division plays an important role in meeting this objective by processing Workers Compensation claims appropriately, completing government required safety reports, and recommending policy and process changes that create a safer work environment while meeting all safety requirements.

- 9 OSHA recordable injuries and reduction of 40% from 2016
- Annual PERRP and Semi-annual safety council reports were filed timely
- HR attended monthly safety council meetings to receive a 2% Workers Compensation premium discount
- Participated and took an active role in the monthly safety meetings
- Completed Hep B and BBP policy and all required training was completed in 2017.

## WARCOG – Human Resources

HR Support of the WARCOG

- Set up recruiting process for 2017 including updated forms, IFAS, documents, personnel files for new hires
- Process medical, dental, vision and life invoices
- Researched benefit plan structure, implemented new insurance plan due to switch in carriers and set up appropriate policies
- Held insurance meetings and orientation meetings for all new hires
- Researched HSA program with Key Bank, updated forms, set up process with payroll and implemented program
- Reviewed and recommended insurance contracts
- Updated all new hire paperwork and required legal notices for 2017
- Process all paperwork for new hires, terminations and transfers

January 31, 2018

## **2017 Human Resources Division Annual Report**

- Submit all required CMS notices
- Serve as primary HR contract for WARCOG management and provide employee relations, policy and corrective active advice
- Write job descriptions
- Process FMLA paperwork and tracking to remain complaint with law
- Create a personnel file system and scan all files electronically for WARCOG records
- Reviewed department policy and provided feedback and suggestions
- Process all Verification of Employment requests
- Responsible for researching billing issues
- Process all comp time cash outs
- Research benefit questions and issues – i.e.(ADA, State Continuation Coverage, Claims issues, etc.)
- Supported management by providing counsel to Director and Supervisor regarding ADA issue and 3 corrective action issues
- Provide policy interpretation
- Research and set up Workers Compensation policy, process invoices and claims
- Year-end reporting for WARCOG records and IFAS updates
- Process stipends for Supervisor
- Process HSA quarterly payments, eligibility and paperwork
- Tracking of part-time hours for benefits eligibility on a bi-weekly basis
- Processed 98 applications
- Hired 7 employees
- Promoted 3 employee
- Processed 9 terminations (end of 2017, turnover was 60%)
- Calculate COG seniority dates based upon ORC vacation requirement
- Process all employee related public record requests in a timely manner
- Process unemployment claims timely
- Provided training to managers and staff – FMLA and Sexual Harassment
- Research Dispatch Union contracts, reviewed Union contract proposal, drafted a new Union contract based upon research, committee feedback and Union’s proposal

# 2017 Human Resources Division Annual Report

## Mission

Our mission is to provide exceptional customer service through all aspects of the human resources profession for all city of Wooster employees and external customers.

## 2017 Goals accomplished:

- With the assistance of insurance broker, selected alternative vendors to supply City benefits which saved money and/or no cost increases guaranteed until 2019/2020.
- All employees completed Harassment Training and Ethics Training by December 2017.
- Met OSHA regulations by training all impacted employees on Blood borne Pathogens.
- Serve as the HR representation for the Wooster Ashland Regional Council of Government to create and implement all new HR processes including but not limited to; compensation, benefits, recruiting, policies/procedures, workers compensation, employee relations, etc.
- Completed audit with broker and became 100% compliant with all federal, state and local legal notices and requirements.

## 2018 Objectives:

- Continue to evaluate and update the City of Wooster's safety programs throughout the 2018 calendar year.
- Evaluate Employee Handbook and make any necessary updates and issue an updated Employee Handbook in 2018.
- Monitor and ensure City of Wooster compliance for possible changing Federal and Ohio laws which impact the workplace and its employees.
- Participate on committee and with the implementation of an upgraded HR / Payroll system during 2018.
- Conduct FMLA and other needed training for Managers and Supervisors in 2018 to ensure management has education, knowledge and tools needed to comply with legal regulations.

## 5 Year Goals:

- Begin implementation of a document management process to mechanize personnel and/or terminated records by December 31, 2020.
- Begin compliance of Record Retention Policy by December 31, 2020.

## Human Resources Staff as of December 2017

Jeanette Wagner  
Human Resources Manager

Stacey Coleman  
Human Resources Specialist

Amanda McLain  
Part-time Human Resources Coordinator

January 31, 2018